

USPS Report on PRC Rate and Service Inquiries for April 2017

The Postal Regulatory Commission referred 44 inquiries to the Postal Service in April 2017. Customers received responses on average within 13 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 30 – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 12– i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures 2 – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

‘A good cause’

Another successful Stamp Out Hunger drive

Postal Service employees helped support the 25th Stamp Out Hunger food drive across the nation May 13.

Led by the National Association of Letter Carriers (NALC), employees collect donations during the one-day annual event for local food pantries.

The national total is still being tallied, but many communities are reporting hundreds of thousands of pounds being collected.

More than 225,000 pounds of food were *collected* in Springfield, MO, while Grand Rapids, MI, *reported* 200,000 pounds of food.

Other areas saw record totals.

More than 4,500 pounds were collected in Williamson, WV.

“I have worked here for 15 years and this is the most food we have collected,” Williamson Customer Services Supervisor Matthew Newsome *told the Williamson Daily News*.

The food drive has collected more than 1 billion pounds of food since 1993.

“We are in a position to help a lot of people,” said Bowling Green, KY, Letter Carrier Ron Henry. “It’s wrong if we don’t do what we can to help feed those in need.”

This was the first food drive for Fort Lauderdale, FL, City Carrier Assistants Anibal Flores and Nick Deasey. “This was fun,” they said. “We are helping so many people.”

“I’ve been a letter carrier for 32 years and have participated in all 25 food drives,” said Troy, MI, Letter Carrier John Miesch. “It’s a good day and a good cause.”